



Enter and View Report

Olton Grange

11th July 2018

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Part of the Healthwatch Solihull remit is to carry out Enter and View Visits. Healthwatch Solihull Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Solihull Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Solihull safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

Provider Details

Person in Charge: Ms Kim Batty

Address: 84 Warwick Road, Olton, Solihull B92 7JJ

Service Type: Residential Care Home

Date of Visit: 11th July 2018

Authorised Representatives

Name: Natalie Travers

Name: Nicola Standen

Purpose of Visit

Following a CQC report in November 2017 where Olton Grange was rated as 'requires improvement' in two areas, safe and well-led.

The purpose of our visit is to observe service delivery and to collect the views and experiences of service users within the care home.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints
- Speak to staff about training, turnover, support staffing levels
- Observe interaction at all levels between residents, staff manager, and visitors

Physical Environment

External

The home was not very well signposted from the road. One sign was observed next to the front door, there was no other signpost observed, which could make the home difficult to find.

There was a small car park in which we were able to find a space.

We were able to gain entry quite quickly into the premises after ringing the doorbell.

The entrance was easily accessible and the outside of the front of the building was well maintained, the rear gardens were well maintained and there were areas to sit in the shade.

Internal

There was a signing in book for people to sign in when they arrived.

The home had 3 floors and all bedrooms were on the 2nd and 3rd floor, all floors were accessible by stairs or a lift.

The building was clean and tidy, and we did not observe any cluttered areas.

All furniture being used appeared in good condition.

Resident Numbers

The home had 17 residents and was not at full capacity which is 25. The manager explained that this may be because some rooms are quite small. We observed some rooms which were small but appeared tidy and well kept. We were told around 90% of residents living in the home have dementia.

Staff Numbers

We were informed that during the morning and afternoon shifts there is 1 senior carer and 3 carers on shift. We were also informed that the home has 2 carers on shift during the night.

We were informed the home did not use agency staff and had no bank staff.

When we spoke to care staff they felt that staffing numbers were adequate during shifts and they felt they had enough support to take part in activities as well as undertake care duties.

Resident Experiences and Observations

During our visit we spoke to residents who told us how they felt about the home.

One resident told us that they had chose this home themselves, they told us that meals were always on time and that the home offer a nice selection of food.

We were told that if residents ever feel hungry they only have to ask, and all staff will get something, and that care staff are very "caring"

We were also told there is never a wait when they use the call bell. The resident told us that they can really rely on the carers and that they “can’t fault this place”

A resident told us there were plenty of activities to take part in.

Relative Experiences and Observations

We observed relatives visiting residents and observed the staff being accommodating and offering relatives a drink.

One relative told us “Staff are very good, and it has a homely feel, everywhere is always clean. Carers are understanding and patient. They always treat people with dignity and respect.”

Activities

During our visit we observed an activity board, the board appeared to be a permanent feature and did not look like it could be changed weekly. We asked staff if activities are reviewed weekly and we were told that residents like the activities that are up on the board but also take part in other activities such as art, egg hunts at Easter, dominos, and singing. One resident we spoke to told us that the home did do a lot of activities and that they enjoyed them.

We were told that all residents preferences are considered when planning activities and care plans are reviewed to see what individual interest’s residents have.

We were also told that care plans are reviewed to reflect changes in preference.

We were also informed that the home work closely with another care home and afternoons are arranged where the homes would visit one another and have tea afternoons.

We were told that at the time of our visit the home did not take residents on any outings, although we were told that one resident goes out to church.

Catering Services

We observed a hygiene rating certificate of 5 on the front door of the home.

We were told that there are 2 choices at each meal time and if residents did not want one of the choices they could ask for something else and the home would try and accommodate. We were told light choices are available.

We were informed that dietary needs are all catered for and any individual needs are in resident care plans.

We observed staff giving support to residents that needed support with eating and drinking.

Nutrition and hydration was monitored on charts for residents that needed to be monitored, at the time of our visit all residents were on liquid charts due to hot weather.

The home had utensils suitable for individual needs.

We were told that when a resident moved in to the home that they would speak with the resident and their relatives about their favourite foods and this would be put into the resident’s care plan.

Staff Experiences and Observations

We spoke to some members of staff who told us they felt appropriately trained, one carer told us they 'always have training'

Staff felt adequately supported by management and felt there was adequate cover per shift.

The staff we spoke to were positive about management and the home, they told us;

- "Kim has really improved the home, she is fair and thorough and cares about residents"
- "I love getting involved in the activities and there is always enough staff on shift, so we can get involved"
- "I have been here a long time and that's important because residents who have deteriorated in health over time recognize my voice"

Summary, Comments and Further Observations

During our visit we observed a carer administering medication, the resident refused her medication and we observed the staff member speak quite sharply with the resident and walk away. We were told this resident was currently presenting some challenging behaviours.

On summary, we observed a friendly and homely environment with supportive management that put the residents first. Some of the bedrooms were small although this was a structural issue and management had made an effort to make the rooms as homely as possible. The home felt very much like a home, and staff, residents and relatives expressed many positive views about all aspects of the home.

Recommendations and Follow-Up Action

- **Review meal and activity plans to ensure all residents individual interests are being considered.**
- **Ensure staff are trained to deal with challenging behaviour and seek support from mental health team if residents present with these behaviours.**

Provider Feedback

The provider called Healthwatch Solihull and thanked us for a fair report. They informed us that they would not be giving further comment as the home was due to close soon.

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



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